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CHAPTER 2NAVY PASSENGER TRANSPORTATION POLICIES AND TRAVEL PROVISIONS1. General

a. The transportation used will be that which satisfies the mission requirement most cost effectively, taking into consideration sound traffic judgment, per diem, travel time, and programs designed to obtain best value rates and fares for government travelers. Travel orders will not direct a means of transportation that is either more costly or in contradiction to DoD/Navy travel policies.

b. All Navy-sponsored travelers (to include infants) are entitled to a separate seat when traveling on government and government-procured transportation. This does not preclude travelers from voluntarily refusing a seat for the infant, however, it should be noted that if the infant is not provided a seat, there is no free baggage for the infant.

c. The normal means of transoceanic/international travel is by government air or government-procured air. In this regard, U.S. flag carriers must be used when available. Transoceanic travel via a surface mode may be authorized if air travel is medically contraindicated as specified in chapter 4, paragraph 3.

2. Government Contract City-Pairs Program (CCPP). The CCPP, administered by GSA on behalf of the Federal Government, was initiated to provide low cost air transportation for government employees on official business between heavily traveled city-pairs both domestic and international. Government discount fares, to include contract fares, may not be used for either personal travel or personal travel in connection with official travel.

a. Exceptions to use. The use of contract air service is mandatory for all government agencies, and general waivers shall not be granted. There are certain conditions under which other than contract air service may be used. The authority for granting

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exceptions to the use of contract air service in the Navy has been delegated to commanding officers of PERSUPPACTs and their designated transportation officers of NAVPTOs. These exceptions are listed in paragraph U7700 of reference (c) and paragraph C6005-A2 of reference (d).

b. Under the terms of the contract, the government has agreed to place its official air travel requirements with the contract air carriers between the contract city-pairs, provided all travel conditions are met. However, the government is not obligated to guarantee a volume of traffic. The contract air carrier is required to furnish the government traveler with the same service as the commercial full-fare passenger would receive in scheduled jet coach service.

c. When travel conditions are met, contract air service is mandatory for all official Navy travel unless a valid authorized exception is granted. See paragraph 2a above. At the time of contract award, participating carriers offered the best combination of service and the low unrestricted fares between the selected city-pairs. Since the contract air service involves valid contracts between the government and certain scheduled air carriers, the terms of the contracts must be complied with. If a non-contract carrier offers a lower fare to the general public, the government may use that fare until the contract carrier matches it. Fares offered by non-contract carriers which are restricted to government and military travelers, e.g., YDG, MDG, QDG, etc., shall not be used in making cost comparisons.

d. When there is not a direct contract fare between the traveler's duty points, connecting flights between contract and non-contract carriers or connections between contract carriers must be used when transportation costs are lower and the traveler/order issuing official concurs.

e. Where there are contracts to and from multiple airports within a metropolitan area, the order issuing official will be advised of the airport that most cost effectively serves the mission location considering all factors such as ground transportation and travel time. The order issuing official will then designate the airport his/her travelers will utilize.

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f. As stated in reference (a), Chapter 103, paragraph E(2) of reference (a), Cost Reimbursable Contractor personnel (CRC) are generally not allowed by the airlines to use government contract fares. Contact the servicing NAVPTO or refer to the Official Airline Guide (OAG) Official Traveler Flight Guide for the current list of airlines that allow CRC's to use their government contract fares. Required contractor letters of identification and payment methods vary by carrier and should be specified by the NAVPTO.

3. Group travel. See Chapter 102, paragraph F of reference (a) for details on arranging group moves.

a. Navy TO's have the authority to route any size group that does not require a planeload charter.

b. Planeload charters will be arranged through the U.S. Transportation Command's Mobility Control Center (MCC). Less than planeload charters will be arranged through the official travel services contractor who will solicit from the universe of air carriers, receive and verify bids and submit to the TO for selection.

c. All Navy sanctioned group travel, both official and unofficial, shall be accomplished through use of air carriers authorized to perform such services for AMC (international) or MTMC (domestic). This policy includes unofficial travel arranged by morale, welfare and recreation (MWR) activities, and the U.S. Naval Academy including the U.S. Naval Academy Athletic Association. These activities may use travel agents or foreign flag carriers; however, prior to final contracting, recreational activities must contact the servicing NAVPTO to verify proper certification of potential air carriers.

d. Passenger airlift safety concerns will be reported by contacting CNO (N413B) or through the use of DD 1341, Report of Commercial Carrier Passenger Service. The DD 1341 is used to report irregularities, deficiencies, unsatisfactory/unsafe conditions or services and exceptionally good service. See appendix A of reference (a). Use of this form is mandatory for:

(1) Group leaders of all group movements arranged through Military Traffic Management Command (MTMC), AMC or NAVPTOs under

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their authority. See Chapter 102, paragraph F2g of reference (a).

(2) All chartered air taxi service arranged by NAVPTOs. See chapter 103, paragraph C4 of reference (a).

(3) Individual travelers on the basis of one traveler out of each 75 travelers. More seasoned travelers will be selected.

(4) All group movements arranged by Navy recreational activities to include the U.S. Naval Academy.

e. Navy recruits will be issued transportation by the appropriate Military Entrance Processing Station (MEPS).

#### 4. Use of Government air transportation

a. AMC. The Navy fully supports the use of appropriate government air transportation (aircraft owned, leased or chartered by AMC) for the authorized movement of personnel between CONUS and overseas areas and between and within overseas areas, when it is available and satisfies mission requirements. In this regard, Navy members on permanent change of station (PCS) orders to an overseas destination are normally directed to use government or government-procured transportation.

b. Travel performance period (TPP) for use of government air in connection with PCS. The TPP for determining the availability of government air transportation will be 10 days (see chapter 103, paragraph J2b(2)(a) of reference (a)). This criterion does not apply if it conflicts with a "not-later-than" date in the orders or if the delay would result in a net increase in travel costs, for example, temporary lodging allowance (TLA), which would offset any transportation cost savings. Refer to chapter 103, paragraph J2b(9) of reference (a) pertaining to TPP when a shipment of a pet is involved.

c. Navy Organic Airlift. Passenger transportation divisions of PERSUPDETs and NAVPTOs do not arrange Navy organic or operational support airlift. This must be done directly by the activity per OPNAVINST 4631.2C (NOTAL).

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(1) Back-up Commercial Air Reservations. Commercial air carrier reservations shall not be made as a back-up for Government airlift service as specified in chapter 102, paragraph B of reference (a). The commercial transportation industry is an important part of the Defense Transportation System, and interface with this faction must be made in a responsible manner. When commercial carriers offer assets in response to valid DoD requirements, these assets are unavailable for commercial use. The carrier is, in many cases, turning away potential revenue from the civilian sector in order to move military requirements. If reservations are canceled at the last minute, the carrier is either unable to sell or has difficulty selling the seats. Accordingly, when commercial air reservations are made, there must be a valid requirement and a clear intent to execute the travel via this means. Without the utmost of integrity in dealing with commercial air carriers TOs cannot establish the creditability and trust that are essential in time of actual emergency.

(2) Reasonable cutoff times for confirmation of Navy organic airlift must be established in order to book less than first-class commercial air reservations, in the event that operational support airlift cannot support travel requirements.

#### 5. Accommodations on commercial air carriers

a. General. Consistent with DoD policy, Navy-sponsored travelers who are authorized to use commercial air carriers within or outside the United States for official business will use less than first-class accommodations. Reservations must be made sufficiently in advance of the required travel date to ensure maximum use of coach accommodations. Refer to paragraph U3125-B of reference (c) and paragraph C2204-A of reference (d).

#### b. Use of First-Class

(1) Need for authorization. Regardless of rank, first-class service will be provided only when such service has been authorized in writing by the Under Secretary of the Navy. Requests for first-class air travel must be submitted via CNO (N09B) to the Under Secretary of the Navy. When authority is granted, the authorization document must be attached to or cited in the travel order as follows: "First-class air transportation

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authorized by (insert appropriate title) in (cite reference and date)."

(2) Annotation Required. When two points are served only by first-class accommodations, the travel orders will be annotated "First-class issued; only first-class available between authorized origin and destination points." This provision does not apply to routes over which both first-class and coach-class service is offered, but coach class is sold out.

(3) After-the-fact approvals. Use of first-class accommodations without prior authorization could result in monetary losses to the traveler involved. In these cases, after-the-fact approvals must be obtained as outlined in paragraph b(1) above.

c. Use of Premium Class other than First Class (Business Class). The use of premium class other than first class may be authorized only under certain circumstances as stated in references (c) and (d). NAVPTOs do not have the authority to authorize this costly means of air travel. Only order issuing officials may authorize premium class other than first class accommodations provided the following criteria are met:

(1) Regularly scheduled flights along the required route only provide premium-class seats. NAVPTO's must certify this condition which then must appear in the order endorsement.

(2) No space is available in coach and travel is urgent and cannot be postponed. NAVPTO's certification of non-availability of coach class accommodations and the order issuing official's authorization to use business class must appear in the order endorsement and travel order respectively.

(3) Travel involves an employee with a disability substantiated in writing by competent medical authority. An attendant may accompany the employee in premium class other than first class, if necessary. Written authorization must be cited in the orders and be included in the NAVPTO's order endorsement.

(4) Security purposes or exceptional circumstances exists. This situation must appear in the orders and must be included in the NAVPTO's order endorsement.

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(5) Travel on a foreign flag carrier has been approved, and the sanitation or health standards in coach class are inadequate. The NAVPTO must certify to both the use of foreign flag carrier and the unacceptable health conditions in coach which must ultimately appear in the order endorsement. The order issuing official authority must accept the use of higher cost accommodations and annotate in the orders.

(6) Overall savings would result. This includes avoidance of additional subsistence costs, overtime, or lost productivity incurred while waiting for available coach seats. NAVPTOs must provide a cost analysis to the order issuing official authority and approval must appear in the orders. NAVPTOs must annotate the reason and analysis in their order endorsement.

(7) The travel costs are paid by the nonfederal source. Payments from a nonfederal source may be used only for coach or premium-class other than first class travel. They may not be used for first-class travel. The authorization must appear in the orders and NAVPTOs must include in their order endorsement.

(8) The travel between origin and destination one of which is outside CONUS, is in excess of 14 hours (not applicable to PCS travel). Use of premium other than first class may be authorized only when a NAVPTO has certified that government air is unavailable. In these cases, employees who fly premium-class other than first class are not authorized rest periods en route or upon arrival. NAVPTO's will provide the order issuing official authority the cost differences. The order issuing official must specifically authorize the use in the orders. The order endorsement will certify the non-availability of government air, detail the cost difference and certify that the order issuing official authority approved the use of premium class other than first class in connection with temporary duty travel despite the excess cost.

(10) When authorized by the order issuing official, the TO may arrange business class travel on U.S. flag air carriers if coach class is not available; mission requirements dictate that the first available transportation be used and are so stipulated in the orders and the only other

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alternative that would satisfy the mission is the use of foreign flag air transportation.

6. Use of CTO in conjunction with official travel

a. Policy. Navy/DoD policy is that all official travel, (transportation, car rental, government and commercial lodging) will be arranged through a CTO under contract. The Navy will continue to competitively contract travel service support for official travel requirements on a regional basis at no cost to the Navy until such time as these contracts or portions of, are absorbed by the Defense Travel System. CNO (N413B) will be responsible for centrally contracting official travel services worldwide based on service and price. No other Navy command or activity shall contract or enter into agreements for official travel and/or transportation services.

b. Services provided by CTOs. CTOs complement NAVPTOs and Personnel Support Activity Detachments (PERSUPPDETs) in providing a full range of commercial travel services. They also provide management information reports and special services upon request in response to emergencies, contingencies and mobilization. In conjunction with the NAVPTOs, they provide the capability to effectively support both peacetime and contingency travel requirements.

c. Relationships

(1) The primary Contracting Officer Representatives (COR) for Navy official travel services contract are located at CNO (N413B) and are the technical representatives of the Contracting Officer in the administration of the applicable contracts.

(2) CTOs are considered to be an integral part of the Navy passenger transportation infrastructure. CTOs will be physically collocated with the NAVPTO or passenger transportation element of the PERSUPPDET whenever possible in order to enhance the effective arrangement of official travel.

(3) The PERSUPPACT commanding officer is responsible to the base commander for the conduct of the CTO. The NAVPTO transportation officer is an appointed Alternate Contracting Officers Representative (ACOR) and will monitor the performance



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of the CTO, ensure compliance with Navy travel policies and procedures and the provisions of the contract and submit semi-annual technical reports to the appropriate primary COR. The NAVPTO transportation officer is the primary point of contact for the CTO manager.

d. Procedures. The PERSUPPACT commanding officer, in conjunction with the TO, will determine the requirement for the establishment (or disestablishment) of a CTO or an element of a CTO and submit requests to CNO (N413B).

e. CTO Office Space. CTOs shall be provided adequate facilities and related services, i.e., janitorial service, etc., necessary to perform their functions. A sufficient air conditioning system should be provided to meet the operability requirements of the CTO's computer reservation system. CTOs shall be charged standard rent for such facilities and utilities and be required to maintain them in a clean and orderly manner consistent with base standards. CTO facilities will be equivalent to those of their Navy counterparts. CTOs will not be allowed to upgrade their facilities beyond those occupied by the Navy passenger transportation element.

#### 7. Use of travel agencies

a. Policy. Navy policy is that all official travel services shall be arranged through a CTO under Navy contract.

b. When the services of a CTO under Navy contract is available and the traveler purchases travel services from a travel agent not under contract, reimbursement is not authorized unless the TO certifies that due to unusual circumstances the traveler was authorized/approved to purchase transportation directly from a common carrier or a CTO not under government contract.

#### c. Exceptions

(1) See paragraph U3120 of reference (c) and paragraph C2207 of reference (d).

(2) In overseas areas where the most economical fares within and between foreign countries (locations) are available

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only from CTOs not under government contract, the TO will certify this condition thus allowing the use of the non-contract CTO to obtain these fares.

8. Use of CTOs in obtaining leisure (unofficial) travel services

a. General. Chief of Naval Personnel (CHNAVPERS (Pers-65) has cognizance over the Navy leisure travel services program. Detailed policies and procedures related to leisure travel services are contained in BUPERSINST 1700.23.

b. Policy

(1) Leisure travel service is completely separated from official travel services, i.e., separate managers, resources and facilities, and is accomplished through the selection of a CTO on a competitive basis. The base commander will accomplish the leisure travel contracting action.

(2) The official travel CTO is allowed to provide individual point-to-point leisure travel and related services only when it is performed in conjunction with official travel. This arrangement is for the convenience of the traveler. Therefore, individual point-to-point ticketing for leisure travel in conjunction with official travel is a market which cannot be guaranteed in the leisure travel contract. Accordingly, an individual may obtain a leisure point-to-point ticket in conjunction with official travel from any source he or she desires, to include the CTO established to handle official travel.

9. Exceptions to or waivers of the Joint Federal Travel Regulations (JFTR), Volume 1, and Joint Travel Regulations (JTR) Volume 2. The provisions of references (c) and (d) are based upon laws, executive orders, and other statutory directives. Therefore, provisions of references (c) and (d) may not be waived by the Navy. Any request for waivers or exceptions to references (c) and (d) will not be considered.

10. Promotional benefits/incentives, gifts received in conjunction with official travel. Refer to Chapter 102, paragraph Q of reference (a), paragraph U2010 of reference (c) and paragraph C1200 of reference (d).

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a. Upgrades to first-class accommodations are not permitted. Although airline seat upgrades to business class are permissible in connection with airline frequent flyer club benefits, it may be prudent not to adopt this practice as travel costs can reduce activity/command travel budgets. Navy travelers who earn frequent traveler credits performing official travel shall use those credits only for subsequent official transportation tickets, commercial lodging and car rentals. Credits earned through official travel may not be used either for, or in conjunction with, any form of unofficial travel.

b. Official transportation will not be obtained from an airline or vender solely to obtain points, free tickets, or any other amenities or gifts. Coercion on the part of the traveler or activity to use a particular airline for this purpose is improper and shall not be condoned. Travelers shall not exchange CTO-issued travel arrangements for this purpose.

11. Airline compensation to the traveler. For airline compensation to travelers who are either denied boarding or voluntarily relinquish their seats see chapter 102, paragraph Q4 of reference (a).

12. Use of commercial airline discounted fares having an administrative service charge or a cancellation or penalty fee

a. Policy

(1) Fares having an administrative service charge or a cancellation or penalty fee may be used provided the order-issuing authority specifically requests that the TO/transportation agent (TA) consider these fares when arranging official transportation for their travelers.

(2) The authority to consider the use of promotional fares does not affect the Federal/DoD/Navy policy concerning use of contract airfares as use of general public fares which lower total trip costs is an authorized exception to the required use of contract fares. However, if the contract carrier offers comparable general public fares, they must be used.

b. Procedures

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(1) Commands/activities desiring to use these fares must submit a letter to the appropriate NAVPTO stating that airline promotional fares with cancellation/penalty fees and/or other restrictions, are to be considered for their official travelers. The letter must also acknowledge command responsibilities for any cancellation or penalty fees incurred. The order-issuing authority must state that he or she understands the risks involved and accepts the fact that if the orders are canceled or modified after issuance of tickets, the penalty fee will be charged against their travel funds with no travel performed.

(2) Commands/activities will ensure that orders are issued in sufficient time to meet ticketing deadlines. The remarks section of the travel order must reflect the statement "Promotional fare requested and, if levied, cancellation/penalty fee authorized by this command." The letter authorizing use of these fares must also be referenced.

(3) Cancellation or penalty fees are assessed by the airlines at the time the unused ticket is refunded. Travelers routed on these fares must be cautioned to use the transportation exactly as it is issued by the transportation element since any changes could result in a penalty being assessed. These fares should not be used in connection with any travel where the possibility of cancellation can be foreseen.

(4) Order-issuing authorities should maintain records to ensure that the number/amount of penalty fees paid are acceptable and not excessive. TOs should also monitor use of these fares during the bill payment certification to detect trends of excessive cancellation and payment of penalties. Commands/activities should be notified of any fundings requiring corrective action.

13. Use of leave/furlough fares provided by the commercial carriers

a. General

(1) The commercial carriers offer a variety of furlough or leave fares to active duty military personnel and their dependents on leave, pass or furlough traveling at their own

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expense. Some international air carriers have also extended their leave fares to DoD civilian employees and their dependents residing in the overseas areas.

(2) Leave fares are not necessarily the lowest in the market and travelers should be advised to "shop" for a lower fare offered to the general public. This is especially true for travel within the United States.

(3) The commercial carriers have a variety of restrictions, limitations and rules governing their published leave fares. Also, these fares are subject to frequent change. Travelers should contact the carrier(s) for details prior to finalizing travel plans.

b. Proper use of leave fares. Leave fares are provided voluntarily by the commercial carriers and are a definite benefit to eligible personnel in a leave status. Rules governing these fares prohibit their use for official funded travel.

#### 14. Controls on fraud, waste and abuse

a. TOs and appointed TAs will review travel orders to ascertain if they improperly direct a more costly means/mode of transportation, provide for unauthorized stopovers, indicate an intent to circumvent a law regarding transportation entitlements or a regulation stipulating DoD/Navy policies concerning use of transportation facilities or accommodations.

b. TOs in receipt of questionable or improper travel orders will request an explanation from the order issuing official. In the absence of satisfactory explanation or corrective action, the matter shall be referred to the transportation officer's commanding officer and forwarded to the Naval Criminal Investigative Command if deemed necessary.

#### 15. Personal baggage

##### a. General Provisions

(1) Free Baggage. Refer to chapter 103, paragraph Fl a of reference (a), chapter 1, paragraph D2a of reference (f), chapter

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3, part G of reference (c) and chapter 2, part G of reference (d).

(2) Excess Baggage. Refer to chapter 103, paragraph Flb of reference (a), chapter 1, paragraph D2b of reference (f), chapter 3, part G of reference (c) and chapter 2, part G of reference (d). Excess baggage will not be authorized at government expense unless it is specifically authorized in the travel orders. Excess baggage in connection with PCS must be authorized by CHNAVPERS (Pers-4). Navy-sponsored dependents may not be authorized excess baggage and pets may not be transported as excess baggage. NAVPTOs and PERSUPPDETs arranging Navy-sponsored passenger transportation are responsible for correctly translating excess baggage authorizations into appropriate transportation.

b. Aboard AMC Passenger Airlift. Refer to chapter 2, paragraph D of reference (f).

(1) Each checked bag exceeding the size or weight limitation as specified in chapter 2, paragraph D of reference (f) will be counted as one extra piece for each increment of 70 pounds.

(2) Individual items exceeding 100 pounds will not be accepted.

(3) Excess baggage. Passengers with more than three pieces of baggage as described in chapter 2, paragraph D of reference (f) must be authorized excess baggage in the official travel orders. If not authorized as excess, the member must be prepared to pay for the excess item(s). The charge for the excess baggage is based upon a rate per piece based, in turn, upon the passenger fare. Current rates for excess baggage are found in the AMC Tariffs (AFR 76-11, 76-28) located at each NAVPTO. Military members reporting for AMC transportation without sufficient funds to pay for excess personal baggage costs may use special cost-charge procedures, if weight limits of the aircraft permit. AMC terminal personnel will arrange the cost-charge and will prepare and forward DD 139, Pay Adjustment Authorization, to the Defense Finance and Accounting Service (DFAS) where collection will be made. This procedure is meant to alleviate hardships should the member report to the terminal with

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excess baggage. Every effort should be made to preclude this by properly briefing the member that excess personal baggage should be shipped in authorized personal property shipments.

(4) Carry-on baggage. One carry-on piece not exceeding 45 linear inches is allowed and must fit under the airline seat.

(5) Baggage Interlining. Most major domestic airlines have agreed to interline baggage with AMC Category B flights originating or terminating at the CONUS commercial gateways. Transportation officers should check with the airline involved before making arrangements. Excess baggage may not be interlined. Any pieces in excess of the free baggage allowance must be claimed and rechecked. Passengers must request their baggage be interlined and present proof of a confirmed onward reservation either in the form of a commercial airline ticket or a copy of orders with port call. Passengers originating travel overseas must claim their baggage at the first CONUS port of entry in order to clear customs. Once the baggage is cleared, it may be replaced on the interlined baggage conveyor within the customs area.

c. Aboard Commercial Airlift

(1) CONUS travel. Within CONUS there is some variety in the weight and size limitations for the free baggage allowances among the U.S. carriers. In general, they all allow two pieces of checked baggage and one carry-on piece, however, on some airlines two carry-on pieces are allowed. It is best to check with the specific carriers involved regarding their baggage policies.

(2) International. For international commercial service the free baggage allowance is determined using either the weight or piece method. The method used depends upon the airline and the points of travel. Since there are a number of variations involved it is best to check with airline(s) regarding the free baggage allowances. The NAVPTO or PCP arranging international travel will ensure that the travelers are briefed so as to minimize traveler inconvenience and unexpected expenses in travel.

d. Excess Baggage

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(1) Passengers whose travel orders authorize excess baggage will normally pay the excess baggage charges directly to the servicing airline at the time of flight check-in. Passengers may claim reimbursement for this expense on settlement of the travel claim. If travel claim reimbursement procedures will be used, the excess baggage receipts obtained from the servicing airline must be turned in with the claim.

(2) If this procedure imposes an unwarranted hardship on the traveler, an individual U.S. Government Transportation Request (GTR) may be issued to cover both the individual transportation and shipment of excess baggage.

(3) The free baggage allowance on foreign flag carriers normally differs from that on AMC and U.S. flag carriers. If a foreign flag carrier which must be used on a segment of the authorized direct route allows less than the authorized free baggage allowance on AMC or the U.S. flag commercial carrier, the actual/approximate amount of excess baggage necessary for that segment, not to exceed the amount of baggage allowed free of charge on the segment of the authorized route serviced by AMC or the U. S. flag commercial carrier may be authorized. The difference between the free baggage allowance on the applicable foreign carrier and the actual weight of baggage, not to exceed 140 pounds (2 checked pieces -- 70 pounds each), should be allowed on the segment where foreign flag service must be used. In this regard, the traveler must be interviewed to determine requirements. PCS orders should be endorsed explaining the reason excess baggage was allowed on that segment of the trip and citing this paragraph as authority. Temporary duty orders must show the excess baggage authorized by the order-writing official.

e. Lost and Found Baggage

(1) Lost baggage on government airlift (AMC flights (Category B & M)).

(a) The passenger must furnish the boarding pass, baggage claim checks and one copy of travel orders to AMC representative who will prepare a Baggage Irregularity Report (AMC Form 134). The passenger is given a copy of a mishandled baggage letter and copy of AMC Form 134.



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(b) The passenger must be contacted within 24 hours by telephone, if available, and informed of action being taken and status.

(c) If baggage is not found within 72 hours after reporting loss, the passenger will again be notified of status by telephone if available.

(d) If the baggage is not found the passenger will be notified in writing:

1. Baggage lost on AMC organic airlift - passengers will be furnished the complete correspondence file regarding their claims and instructed to contact the nearest military claims office.

2. If baggage was lost on AMC contracted Cat B airlift passenger will be informed of the name of carrier and that a reproduced copy of AMC Form 134 and all correspondence will be forwarded to carrier. The carrier will furnish commercial airlines claims forms to the passenger with instructions on completing. Passenger will also be instructed to contact nearest military claims office if assistance is needed in completing forms or if conflict/disagreement arises in submitting claim.

(2) Baggage lost on commercial airlift. The passengers should immediately report the loss to the airline representatives located in the baggage pick-up area of the airport. Airlines have their own procedures for recording lost baggage but the passengers should have the boarding pass, baggage claim check(s) and address/telephone number where they can be located.

(3) Baggage found

(a) On AMC airlift - baggage found is forwarded as "RUSH" baggage to the reporting terminal. The AMC receiving terminal provides delivery within a 60-mile radius of the terminal. Passengers are given the option of picking up in person or delivery. If delivery is over 60 mile radius and AMC airlift is unavailable, the terminal officer or designated representative will turn baggage over to the local traffic

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management officer, (TMO) for processing by the most expeditious mode available, regardless of cost.

(b) On commercial airlift - Carrier will usually deliver baggage by the most expeditious means available to the address furnished by the passenger. Baggage found, that was interlined to a AMC CAT B mission will be forwarded to the AMC terminal servicing the CAT B mission. AMC will expedite rush baggage to passengers final destination.

f. Baggage insurance. Government travelers are automatically insured for up to \$1,250 for carry-on baggage and up to \$500.00 for checked baggage insurance when they charge their fare through the Government Charge Card company. This covers the replacement cost of lost, stolen, or damaged baggage (whether checked or carry-on). This benefit is payable regardless of any other coverage the traveler may have.

16. Shipment of firearms. Refer to chapter 103, paragraphs F4 and 5 of reference (a) and chapter 1, paragraph D3 of reference (f).

17. Circuitous travel

a. General Policy. Circuitous travel may be permitted for unaccompanied and accompanied personnel with command-sponsored dependents upon an ordered permanent change of station (PCS) between CONUS and overseas areas and between and within overseas areas. Circuitous travel using AMC or other military aircraft for personal reasons is not authorized for civilian employees and their dependents.

b. Authorizing circuitous travel

(1) General. Circuitous travel in connection with PCS orders may be authorized by the detaching commanding officer without prior approval from CHNAVPERS. When use of government air (AMC Category B airlift) is directed in orders and is available within the timeframe needed by the member, but the member wishes to obtain commercial air service with personal funds and receive a limited reimbursement, an order modification to authorize, rather than direct, use of government air service must be requested from CHNAVPERS (Pers-4) prior to circuitous

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travel being performed. The order modification is not required when the member has been provided a commercial airline ticket by the servicing NAVPTO. In this case, the member can turn in the airline ticket to the CTO or airline and travel circuitously with the understanding that any excess cost will not be at the government contract rate and that in the event that the orders are canceled the member must reimburse the government the cost of the airline ticket issued by the NAVPTO.

(2) Order endorsement. When circuitous travel is authorized, the detaching commanding officer's endorsement to the original orders shall include the mode and schedule of transportation, government or commercial, which would have been available to the member at the time of detachment had the direct route been used. This information may be obtained from the servicing NAVPTO. Following are two examples of information to be included in the endorsement.

(a) Example 1. "Circuitous route travel authorized; had direct route been used, government air (AMC) was available from Naples, IT, to Norfolk, VA at a cost of \$\_\_\_\_\_."

(b) Example 2. "Circuitous route travel authorized; had direct route been used, commercial air from Bahrain to New York, NY would have been used. Fare: YCA \$\_\_\_\_\_. Government air unavailable."

c. Procedures regarding the use of circuitous travel

(1) Use of AMC services. Space required travel via AMC may be booked for any segment of a circuitous route. When the cost of individual space required segments of a circuitous route or travel which includes a delay en route for leave, add up to an amount in excess of the direct route cost, the member must pay the excess cost with a DD 1131, Cash Collection voucher prior to commencing travel. As an alternative, individual segments of a circuitous route that exceed the cost of AMC transportation for the direct route may be accomplished on AMC in a space available status or on commercial transportation at personal expense (non-reimbursable).

(2) Excess baggage. Excess baggage is not authorized for personnel traveling in a space available status.

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(3) Allowance for constructive travel time. Constructive travel time shall be allowed for overseas travel via the most direct route. Travel time within CONUS shall be authorized for the mode of travel used based on the distance (by direct travel) from the port of debarkation actually used to the new permanent duty station not to exceed the official distance from the appropriate port of debarkation by the normal direct route to the new permanent duty station. All travel time and delay in excess of the constructive travel time via the normal direct route shall be charged as leave.

d. Limits on reimbursement for circuitous travel.

(1) A member who performs circuitous travel for personal convenience on a PCS will be entitled to reimbursement for mileage or transportation, but the reimbursed amount may not exceed the cost that the member would have been entitled to for travel via the direct route between the old duty station and the new permanent duty station. Advance transportation allowance is not authorized under provisions of paragraph U5105-C of reference (c). All other costs incurred must be paid by the member. See paragraph U5116-E of reference (c).

(2) Reimbursement for dependents. Dependents are entitled to reimbursement under the same conditions cited in paragraph d(1) above.

(3) Use of foreign flag carriers. Reimbursement is not allowed for any part of a circuitous trip performed on foreign flag carriers unless the authorized direct route would have involved the use of foreign-flag transportation. In that case, reimbursement is limited to that which the government would have paid for required foreign flag transportation over the authorized direct route. See paragraphs U5116-E of reference (c) and C2204 of reference (d).

(4) Sources of additional policy information. Paragraphs U5116-D and U5116-E of reference (c) and paragraph 13 of this chapter shall be reviewed and explained to the member to ensure that the limitations on reimbursement are completely understood.

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18. Transportation of remains, escorts, and next of kin to bedside of seriously ill or injured Navy members

a. Transportation of remains. The Department of the Navy provides for transportation of the remains of naval personnel who die while on active duty from the place of death to the place of burial. Entitlement to travel allowances for transport of remains is issued in references (c), (d) and (e).

(1) Transportation within CONUS. Commanding officers of activities in CONUS to which the member was assigned at time of death, or at ports of entry for deaths occurring outside CONUS, are responsible for selecting the most expeditious method for transporting remains to destinations in coordination with the local transportation officer. Government air transportation is not authorized for the movement of remains within CONUS except under unusual circumstances. Whenever possible the remains should be shipped on a commercial bill of lading. If this is not possible see chapter 102, paragraph O of reference (a) and paragraph 9-3b of reference (e). The following modes may be used.

(a) Commercial air (charter air taxi may be used when commercial air is unavailable and the use of surface transportation would cause undue delay).

(b) Rail.

(c) Funeral coach under the following circumstances:

1. The cost does not exceed the cost of such transportation by common carrier transportation.

2. Common carrier is not available or not practical.

3. The primary next of kin requests a funeral coach and will defray excess cost to the government.

(2) Transportation outside CONUS

(a) Government air will be used whenever possible and is authorized between two points outside of CONUS, from an overseas

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point to a CONUS aerial port of debarkation (APOD), or from a CONUS aerial port of embarkation (APOE) to an overseas point.

(b) Commercial air is authorized when government transportation is not available, or when its use would not be practical or would cause undue delay. An escort will accompany remains of naval personnel in transit via commercial air.

b. Transportation for escorts of remains. The use of escorts is addressed in chapter 10 of reference (e). When escorts are assigned they are entitled to travel and transportation allowances as specified in paragraph U7601 of reference (c) and paragraph C6003 of reference (d) incurred in fulfillment of this duty and must have valid travel orders. Travel expenses of an escort for a deceased civilian employee or his or her dependent are not authorized.

c. Transportation of next of kin to bedside of seriously ill or injured Navy members while serving on active duty. Refer to paragraph U5246 of reference (c) pertaining to definition of family members authorized travel and transportation allowances and documentation from attending physician. Closest relationships of family members, will normally be given priority, however, CHNAVPERS (Pers-621) will make final determination when necessary.

(1) Authorization to travel. The attending physician and the commander/head of the military facility exercising military control over the member must forward a written statement (letter, message or telegraph) to COMNAVPERSCOM (Pers-621) stating that presence of family members is necessary for the health and welfare of the member.

(2) Procedures. Upon receipt of the written statement that the presence of the next of kin is medically necessary, CHNAVPERS (Pers-612) will:

(a) Telephone the family to determine if they wish to travel to the bedside of member, and which family members will be traveling.

(b) Assist the next of kin in arranging travel to the bedside.

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(c) Assign a Casualty Assistance Calls Officer (CACO) to assist traveler in filing a travel voucher upon their return home.

(d) Issue a message travel order authorization with accounting data to the family members. An information copy will be provided to the servicing PERSUPPDET or nearest NAVPTO.

(3) Transportation, Per Diem and reimbursable expenses.

(a) Refer to paragraph U5246 of reference (c).

(b) All international/transoceanic travel should be arranged through a NAVPTO as listed in chapter 1, appendix A of this manual to preclude financial hardships associated with limited reimbursement due to non-compliance with the provisions of reference (c). Government/Government-procured transportation will be used to the maximum extent practical in connection with transoceanic travel.

(c) Transportation to a location to process and obtain a passport/visa at government expense is not authorized, unless a stopover is authorized by the airline.

19. Emergency leave travel. Emergency leave travel for members and their dependents stationed inside/outside (CONUS/OCONUS). See chapter 102, paragraph V of reference (a), paragraph U7205 of reference (c) and articles 3020280 and 3020300 of reference (e) regarding the granting of emergency leave and emergency travel entitlements.

a. Responsibilities of the command authorizing emergency leave.

(1) Once the commanding officer determines that a personal emergency exists in accordance with emergency leave policy contained in reference (e), then the member and/or dependents are entitled to funded round-trip transportation when an entitlement as stated in paragraph U7205 of reference (c) exists. Additionally, transportation at government expense may be authorized for members incident to emergency leave, whose domicile is not outside CONUS, only on a space-required basis aboard AMC airlift service. This applies from CONUS to overseas.

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When a AMC passenger channel originates or terminates at a CONUS inland location, it is appropriate to use that location as the authorized aerial port of embarkation or debarkation. See chapter 3, paragraph 10 of this manual regarding dependent space available travel in conjunction with family emergencies.

(2) Issue appropriate emergency leave travel orders for the member's and/or dependent's travel, citing the complete appropriation data (chargeable to the appropriated funds which support the temporary duty (TDY)/temporary additional duty (TAD) travel of the unit to which the member is assigned), Tango or standard document number, as applicable, telephone number of NAVPTO/PCP to arrange return transportation and total cost of the transoceanic portion of travel. If government air is used, include the AMC customer identification code (CIC) and points between which AMC transportation is authorized. Dependents must be included on the member's emergency leave travel orders or they must be in possession of a travel order or letter of authorization authorizing emergency travel and citing the appropriate accounting data.

(3) Submit a passenger reservation request (PRR) to the servicing NAVPTO/PCP as listed in appendices A and C of chapter 1 following the procedures outlined in appendix A of chapter 3. The port call will provide government transportation if available or will certify the non-availability of government transportation and commercial transportation will be provided.

(4) Ensure that the appropriate transportation documents have been issued per chapter 3, paragraph 4f. Personnel on emergency leave overseas and returning to their duty station are either provided round-trip transportation or instructed to contact the appropriate overseas NAVPTO/PCP. See chapter 1, appendices A and C.

(5) Brief the member on the following personal responsibilities:

(a) If round-trip transportation was not provided, the member is responsible for obtaining a return reservation to the duty station. Immediately upon arrival at the leave destination, he or she must contact the appropriate destination



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NAVPTO or PCP and request a return reservation to the duty station. See paragraph 20b(3) below.

(b) If it is not possible to obtain a return reservation prior to the expiration of leave, the member should report to the Navy activity nearest the airlift terminal which has berthing and messing facilities to accommodate Navy personnel.

(c) The member is responsible for canceling reservations and requesting new reporting instructions if a leave extension is granted or if it is desired to terminate the emergency leave prior to the ordered expiration.

(d) The member should NOT report to an AMC terminal for return transportation without a port call issued by the appropriate NAVPTO/PCP.

(e) The member must have sufficient funds on hand to defray all expenses while on leave.

(f) Ensure that all personnel on emergency leave overseas and returning to their duty stations are either provided round-trip transportation or instructed to contact the appropriate overseas NAVPTO.

b. Arrangement of transportation

(1) NAVPTOs/PCPs, as listed in appendices A and C of chapter 1, will be contacted to determine the availability of space-required government transportation and to make transportation arrangements. AMC space required airlift should be used if it is reasonably available. Based upon the nature of the emergency and the uniqueness of the situation commercial transportation should be used if it is deemed to be the best method to satisfy the requirement. Transportation to CONUS will be provided on a one-way basis with return transportation arranged per subparagraph (3) below. The port call received from the NAVPTO/PCP will specify whether or not space required government transportation or commercial air will be utilized.

(2) If emergency leave related to travel is so time sensitive as to preclude or severely inhibit contact with or

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action by the NAVPTO/PCP, the reason will be so stated in the travel order and one-way commercial transportation authorized. A government charge card will be used if available, otherwise, a travel advance will be provided for the transportation cost. Refer to the DoD Financial Management Regulation (DoD 7000.14-R for government travel charge card policy and procedures. Foreign flag carriers will be used only if the U.S. flag carriers are unavailable as defined in paragraph U3125-C3 of reference (c) and the original orders so endorsed. When a member is required to pay for transportation, he or she will be advised that, if foreign flag carriers are used when U.S. flag carriers are available, no reimbursement is authorized. The order endorsement should also reflect this counseling.

(3) Emergency Leave Returnees. All military personnel and dependents on emergency leave or travel in CONUS and returning to the overseas duty station will be instructed to contact the following appropriate NAVPTO as early as possible to arrange return transportation or to obtain assistance. The NAVPTOs will accept ONE collect call from the traveler.

Transpacific Destinations

NAVPTO SAN DIEGO CA  
Telephone: DSN 526-5068  
Commercial: Area Code 619-556-5068

All Other Destinations

NAVPTO NORFOLK VA  
Telephone: DSN 564-2491  
Commercial: Area Code 757-444-2491

Personnel returning from emergency leave should be provided responsive transportation back to their unit. In this regard, when AMC airlift is not reasonably available, cost effective commercial transportation will be provided. NAVPTOS San Diego and Norfolk, VA have been designated as points of contact for personnel on emergency leave returning to transpacific and all other destinations respectively when the member is not going to be near a Navy base. The above telephone information should be inserted in the emergency leave orders. If a member on emergency leave, is going to be near a Navy base, he/she should proceed to

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the NAVPTO/PSD and arrange the return transportation. The member's command will be notified of the routing provided and cost to ensure proper settlement of the travel claim. Those personnel assigned to areas served only by commercial air should have round-trip transportation provided by the overseas NAVPTO.

## 20. Passports and Visas

### a. General

(1) Detailed policy, responsibilities and procedures for the acquisition of no-fee passports and visas and administration of the Passport and Passport Agent Services are contained in DOD Directive 1000.21 of 9 Jul 92 (NOTAL) and DOD Regulation 1000.21-R of April 97 respectively. The Navy's Office of primary Responsibility (OPR) for managing the program Navywide, issuing implementing instructions and appointing Navy passport agents is CHNAVPERS (Pers-331).

(2) A no-fee passport identifies the bearer as an official traveler. All DoD personnel (military and civilian) traveling overseas on official business to a country requiring such a passport and all command-sponsored dependents shall obtain the applicable no-fee passport unless exempt for security reasons. See paragraph c below. The no-fee passport may be used for personal travel while serving overseas if the foreign government(s) do not object. If an objection exists, a regular fee (tourist) passport must be obtained at personal expense.

(3) A visa is permission granted by the government of a country to an alien to enter that country and to remain for a specified period of time. A visa is usually in the form of an imprinted stamp affixed to one of the pages in the passport.

(4) A no-fee passport is issued to U.S. citizens traveling abroad on official business for the U.S. government, to their command-sponsored dependents, and to certain other categories of persons who are exempted by law from payment of the passport fee.

(5) Fee passport, also known as a tourist passport is issued to U.S. citizens who are traveling abroad for personal or unofficial travel. In certain specific cases the fee (tourist)

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passport can be obtained for Navy-sponsored travelers in order to enhance travel security.

b. Passport/visa processing

(1) Within the United States, applications for no-fee passport/visa should be executed before a Navy passport agent located at NAVPTOs and most PERSUPPDETs.

(2) Outside the United States, a U.S. diplomatic or consular officer may accept no-fee passport/visa applications. In isolated areas, or in cases where the location of a deployed unit would preclude the person from applying in person, the commanding officer may execute the no-fee passport/visa application as an "Acceptance Agent."

(3) Applicants should apply for a passport/visa in conjunction with official travel (PCS/TDY) as soon as travel to an overseas location requiring a passport/visa is known.

(4) Navy passport agents shall comply with the provisions of DOD Regulation 1000.21-R of April 97 and Department of State (DOS) Passport Agents Manual.

c. Use of the Regular Fee Passport (Tourist) to Enhance Travel Security. See reference (h) for details.

(1) DoD personnel and their families traveling on official orders to and/or from high or potential physical threat countries by commercial air, are authorized, but not required, to obtain and use the regular fee passport for security reasons. Travelers exercising that option are responsible for obtaining the regular fee passport and all required visas. Reimbursement for passports and visas obtained under those conditions is authorized by paragraph U4525 of reference (c) and paragraph C4709 of reference (d).

(2) Blanket approval and reimbursement for the use of regular fee passports is NOT authorized. The passport policy for DOD personnel and their family members traveling on official orders to and from countries NOT on the threat lists listed in reference (h) remains unchanged.

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(3) DoD personnel and their family members traveling solely by military air or AMC charter air shall not be reimbursed for regular fee passports unless U.S. government transportation became available on short notice (after commercial travel arrangements had been made and passport purchased). Reimbursement for regular fee passports for personal travel is NOT authorized.

21. Endorsement of orders

a. The transportation officer or designated transportation agent will endorse the orders as applicable:

(1) The form of payment.

(2) Official origin and destination points.

(3) The actual transportation, car rental and lodging service provided to include cost.

(4) The class of accommodations issued; form of payment and supporting data if first-class air or business class was issued, see paragraph 5 of this chapter.

(5) If ships or aircraft of foreign registry will be utilized, ensure compliance with paragraph U3125-C6 of reference (c) and paragraph C2206 of reference (d).

(6) The certification as to the availability of government air and the reason code provided by the NAVPTO or PCP when international/transoceanic travel via commercial air is used.

(7) Any other explanations needed regarding travel services provided such as circuitous travel, use of alternate ports, etc.

b. Endorsements attached to original orders. When an airline computer reservation system produces the order endorsement/itinerary in accordance with specifications contained in Navy official travel services contracts, it shall be used in lieu of the written endorsement. The following procedure applies:

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(1) Stamp the original travel orders with the following statement: "Transportation furnished by (issuing office and location) as per attached endorsement."

(2) Attach the order endorsement/itinerary printout to the member's original orders. The printout must include as a minimum all information specified in paragraph 21a, and contain the statement "THIS IS AN OFFICIAL ENDORSEMENT, DO NOT REMOVE." The printout endorsement must be signed and dated by the TO or a designated TA which may be a travel services contractor employee.

22. Commercial flight insurance. All Navy-sponsored travelers will be afforded an opportunity to purchase commercial flight insurance prior to departure. This applies even though the traveler may be receiving free flight/travel insurance from the official travel services contractor or as a result of using a centrally billed charge account system (see paragraph 23). Each person who is scheduled to travel on a charter commercial air flight should be properly briefed concerning the availability of flight insurance and application forms should be readily available. CTOs are required to provide flight insurance service for all travelers and properly display the availability of this service. In conjunction with the CTOs, travelers and their commands should be reminded periodically that this service exists. In the case of charter group moves in the CONUS, the NAVPTOs should emphasize the provisions of reference (a).

23. Payment of passenger transportation bills

a. Purpose. This section prescribes the Navy system for the payment of all commercial passenger transportation bills. The procedures in this section are applicable to all Navy-sponsored travelers whose transportation is arranged and ticketed by a CTO under contract to Navy.

b. Policy. Central Billed Accounts (CBAs) of the government charge card contractor are the Navy's primary method of paying passenger transportation bills. The individual government charge card is used by individual travelers to charge the cost of commercial lodging, meals, and rental cars, but the card may be used to obtain official transportation only in emergencies and when a NAVPTO/CTO is not available. CBAs can only be obtained

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and used only by NAVPTO transportation officers. Exceptions must be approved by CNO (N413B).

c. Administration

(1) Obtaining CBA numbers. The CNO (N413B) will approve all requests and coordinate with the government charge card company for the issuance of all Navy CBA numbers. The government contracted charge card company is not authorized to issue an account number to any Navy activity without CNO (413B) approval.

(2) Managing Accounts. Total account management by all Navy activities is of paramount importance. All TOs are charged with the responsibility of ensuring accounts are maintained in a current condition and no accounts become delinquent. TO's will place emphasis on managing disputed charges, unbilled transactions, payment of charges and posting of payments. Tools for managing accounts include hard-copy bills and management reports furnished by the government charge card company.

(3) Basic Concept

(a) All authorized tickets issued are charged to an appropriate CBA and the data sent to a data base maintained by the Navy's official travel services contractor.

(b) Monthly bills are sent electronically from the government charge card contractor to the Navy official travel services contractor and a detailed hard copy bill is forwarded to the reconciling NAVPTO. Charges are matched against the ticketing data maintained in the data base.

(c) The CTO notifies the NAVPTO that the credit card vendor file is ready for reconciliation.

(d) The CTO contractor and TO reconcile the bill jointly through automation. Upon completion the TO verifies the bill for payment.

(e) Certifying the CBA Bill for Payment. The TO reviews the reports to ensure all transactions are complete and verifies the bill for payment by signing the certification portion of the Bill Payment Summary Report.

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(f) The reconciled bill is forwarded electronically to the DFAS operating location for payment. DFAS notifies the TO upon payment.

d. Billing Period. The billing period for CBA's is every 30 days.

e. Exceptions to CBA Procedures

(1) Travel funded by another Service. (Unless the Service has a CBA procedure that can be used.)

(2) Excess baggage.

(3) Human remains. See appendix O, paragraph F of reference(a).

(4) Bus. (Only when CBA procedures cannot be used.)

f. Unused Tickets. Unused tickets will be turned into the destination NAVPTO/PERSUPPDET if the official travel services contractor at destination (location where unused ticket is turned-in) is the same as at origin (location where the ticket was issued). Otherwise, the unused ticket must be returned to the originating NAVPTO that provided the transportation. If the destination NAVPTO processes the unused ticket the original NAVPTO must be notified. The unused tickets, accompanied by a ticket listing, will be given to the contractor who will receipt for the tickets. The unused ticket credit information will be entered into the Accounting Information Management System (AIMS) by the contractor and the credit will be taken whether or not it appears on the next bill from the government charge card contractor. This procedure eliminates the need for preparing an SF 1170 for these unused ticket(s).

g. Advance Credits. Ensure all credits due the Navy are entered into the data base as they are received. Then follow the established reconciliation procedures. These credits will be taken regardless of whether they appear on the charge card company bill.

(1) Prompt Payment of Passenger Transportation Bills



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(a) NAVPTO's are required to reconcile CBA bills within 3 working days of receipt to ensure they are paid promptly and accounts do not become delinquent.

(b) Bill Acceptance Period. There is a 7-day bill acceptance period allowed under the Prompt Payment Act. If during the 7-day acceptance period a billing tape/diskette is found to be defective it will be returned immediately to the General Services Administration (GSA) credit card contractor with a written explanation of the problem. This action automatically stops the 30-day clock until a new/replacement tape is received.

#### 24. Lost airline ticket

a. The procedures outlined in chapter 102, paragraph R of reference (a) are supplemented by the following Navy policy and specific procedures applicable to the CBA form of payment.

b. The loss of airline tickets which were provided to travelers by the CTO must be immediately reported by the traveler to the NAVPTO/PERSUPPDET which issued the airline ticket, and the airline carrier on which the traveler was ticketed. This reporting may be provided via telephone, fax, e-mail, etc. The traveler will be required to obtain a Lost Ticket Refund Application (LTRA) form from the airlines/CTO and properly complete it, submitting the original to the airlines/CTO. A complete report with a copy of the LTRA must then be forwarded to the NAVPTO/PERSUPPDET which originally issued the airline ticket. If submitted to a PERSUPPDET, the PERSUPPDET must forward the correspondence to their servicing NAVPTO. The report will include the circumstances under which the loss occurred and name and address of the activity to be notified once the refund has been received from the airlines. The NAVPTO will file the copy of the LTRA to match with the credit which will be provided through the CBA bill from the government's charge card company. Once the credit is identified with an LTRA, the NAVPTO will issue and forward a DD 139 to the appropriate disbursing activity to reimburse the traveler.

c. When a traveler loses an airline ticket the traveler may not be reimbursed for the cost of a replacement ticket procured by the government or at personal expense until the government

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receives a refund from the airlines on the lost ticket. (The airline processing time for refund of lost tickets is approximately six months). Once the airline refund notification is received, the traveler will be reimbursed for the actual cost of the replacement ticket not to exceed the amount refunded by the airline on the lost ticket. A traveler on official government business may be held liable for any expenditure by the government caused through personal negligence. A duplicate ticket may be issued to the traveler as stated below.

(1) Military member. When a military member loses an airline ticket and does not have sufficient funds to purchase a duplicate ticket, duplicate, duplicate government procured transportation may be provided subject to checkage of the member's pay account utilizing the DD 139. The duplicate ticket should be issued for the lowest cost fare available considering all government contract/discount fares. The member's pay account will be credited when the refund notification for the lost ticket has been received from the airline. See above.

(2) Civilian employees. When a civilian employee loses an airline ticket and does not have sufficient funds to purchase a duplicate ticket, duplicate government procured transportation may be provided subject to a deduction from payment due upon settlement of the member's travel claim. The duplicate airline ticket should be issued for the lowest cost fare available considering government contract/discount fares. In this case, the traveler's original order orders will be endorsed with the following statement: "Duplicate government ticket issued (include ticket number, cost, routing and class of service) with the understanding that the amount indicated will be deducted upon settlement of the travel claim."

(3) The above procedures are not applicable for travelers issued electronic-tickets (e-tickets) since paper tickets are not involved.

25. Security of remote ticketing equipment and related travel documents. Commanding Officers (or equivalent) of activities where remote ticketing sites are located are responsible for the proper custody, security, operation and use of all remote ticketing equipment and airline ticket stock (to include issued tickets and ticket coupons) located within their network.

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a. Remote ticketing equipment when unattended, will be secured in a locked room, steel cabinet or closet.

b. When tickets and related documents are not being used, the airline ticket stock, validating stamp, issued tickets and ticket copies will be secured in a safe, a locked steel cabinet, locked room or a locked closet. The ticket stock appendant to a teletype receiver/ticket printer may be considered secured if the receiver/printer is located either in a room that can be locked when unattended or a steel cabinet which can be locked.

c. Audit requirements. The official travel services contractor, in coordination with the NAVPTO TO, is responsible for conducting a security audit each fiscal year of all locations having electronic ticketing/printing equipment for the purpose of ensuring proper security and use of equipment and control over related documentation. The report of audit will be submitted to the TO for review. Violations should be reported to the commanding officer of the site activity and the appropriate Contracting Officer Representative. Failure to immediately correct deficiencies will result in removal of the equipment from the site. The audit should place emphasis on the following:

(1) All blank ticket stock, issued tickets and ticket copies are properly controlled, issued in numerical sequence and accounted for by serial number.

(2) Adequate security measures have been implemented to properly secure and safeguard blank ticket stock, issued tickets and validating stamps, both when in use and when not in use.

(3) All electronic ticketing equipment is properly secured when unattended.

(4) All published remote ticketing procedures are being complied with.